



U.S. Department  
of Transportation  
**Federal Aviation  
Administration**

# Memorandum

Subject: **ACTION:** Pay-off Initiative for Delinquencies

Date: **JUL 6 2004**

From: Administrator

Reply to  
Attn. of:

To: All FAA Employees

For the past several years the Federal Aviation Administration's government travel card delinquency rate has ranged from 6 percent to 13 percent. On March 26, 2004, I sent a memorandum to the Management Board identifying the significance of the problem, soliciting their input, and indicating that I would be looking for additional actions to address travel charge card delinquencies. After careful consideration, the Management Board and I have approved the Pay-off Initiative for Delinquencies (PAID). PAID will allow employees to pay off their delinquent debt without fear of discipline. I believe it will help us reduce our delinquency by the end of this fiscal year.

PAID will run from **July 15 through September 15, 2004**. Employees with delinquent accounts over 60 days past due, including charged-off accounts, are eligible to participate. All eligible employees will be allowed to pay off their debt regardless of how they incurred the delinquency.

Additionally, supervisors will notify employees of their delinquencies and ensure that the cardholder fully understands the provisions of PAID, its time frames and payment flexibilities, and the consequences for non-payment. It is the responsibility of each cardholder, however, to know the status of his/her account and resolve this matter as quickly as possible.

I also encourage all employees who are faced with personal problems, including financial problems, to seek assistance from our Employee Assistance Program (EAP). The EAP is a free, confidential service to help effectively handle the challenges we might face. You may contact EAP by calling 1-800-234-1327, which is open 24/7.

At the end of the PAID program, we will hold accountable those cardholders who have not paid off their debt, along with supervisors that have not taken the appropriate steps to ensure resolution.

Marion C. Blakey